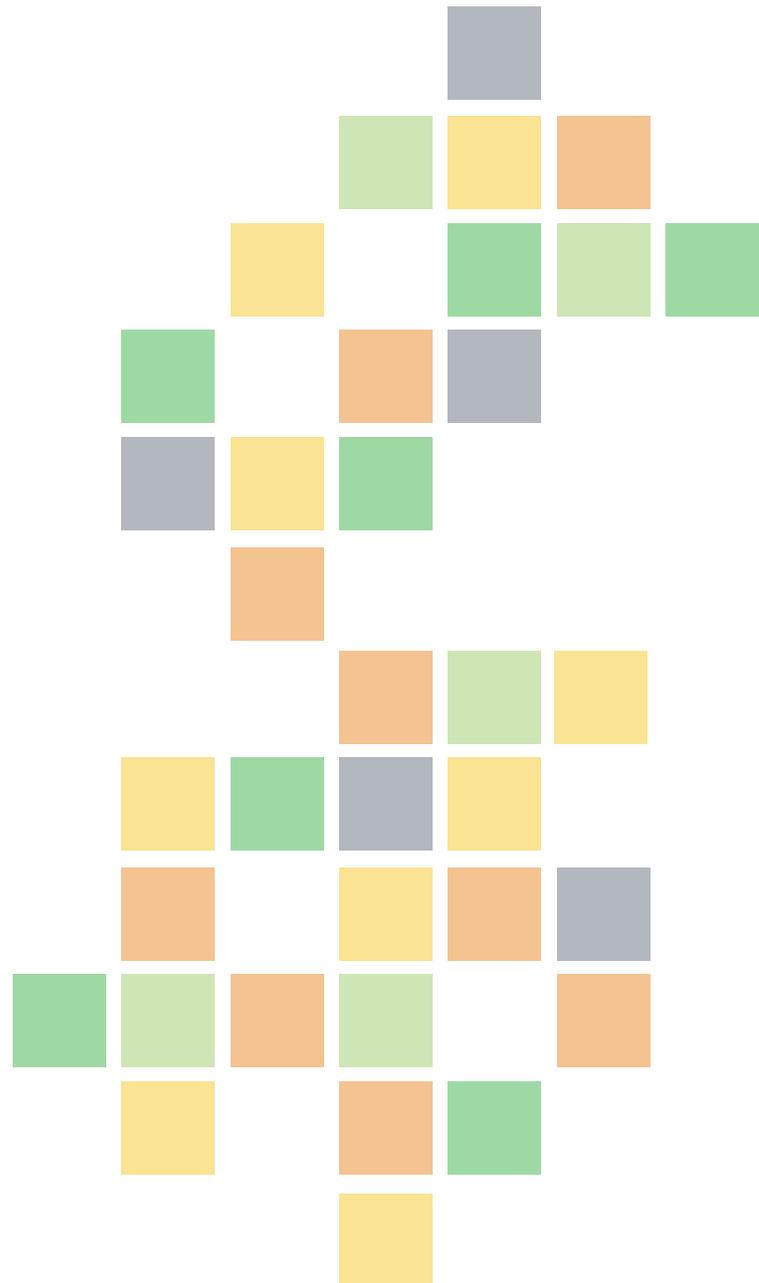
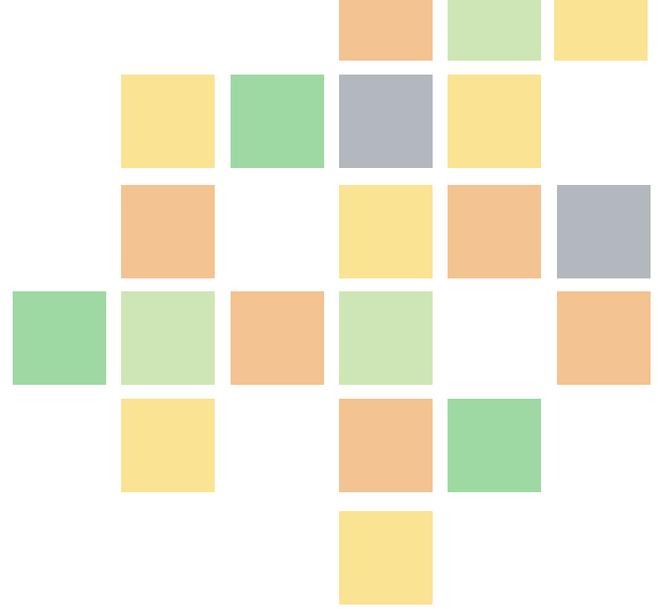




# 2019

## POINT-IN-TIME COUNT

Northeast Florida  
05.08.2019





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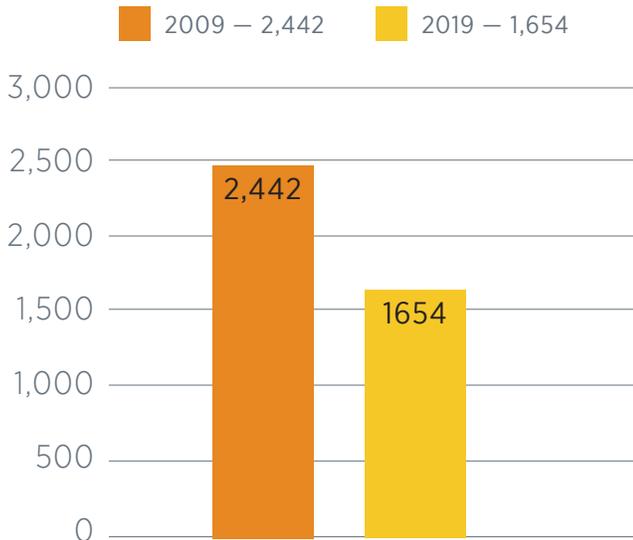
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# EXECUTIVE SUMMARY

On Wednesday, January 23, 2019, the Northeast Florida Continuum of Care (CoC) joined together with our stakeholders throughout the community to conduct the annual Point-In-Time Count (PIT). It is named a Point-In-Time Count because it offers a snapshot of who was homeless on that one day – a point-in-time. Like reporting the weather on just one day out of an entire year, the PIT Count offers a limited portrayal of a dynamic condition. This year’s PIT report includes 10-year trends, highlighting the positive changes we have experienced. It also includes additional information to develop a more comprehensive understanding of how homelessness *is* changing in Northeast Florida. Data in this report demonstrate how long-term investments and commitment to policy changes result in lasting community improvements.

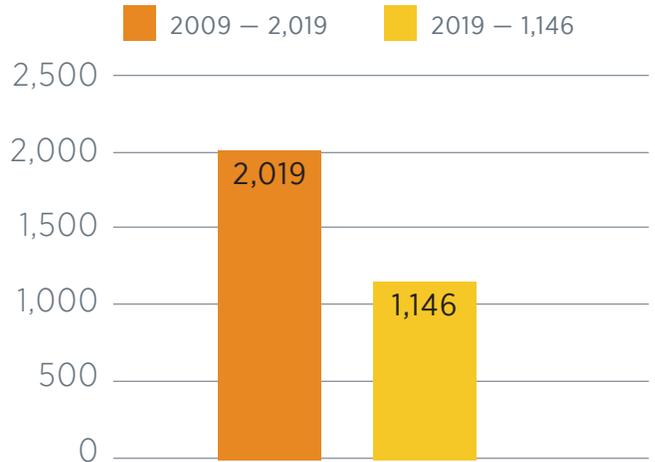
The **total number** of persons experiencing homelessness in Northeast Florida has **decreased by 32%** over the past 10 years:

### TOTAL NUMBER OF PERSONS COUNTED



Similarly, the **number of sheltered persons** has **decreased by 43%**:

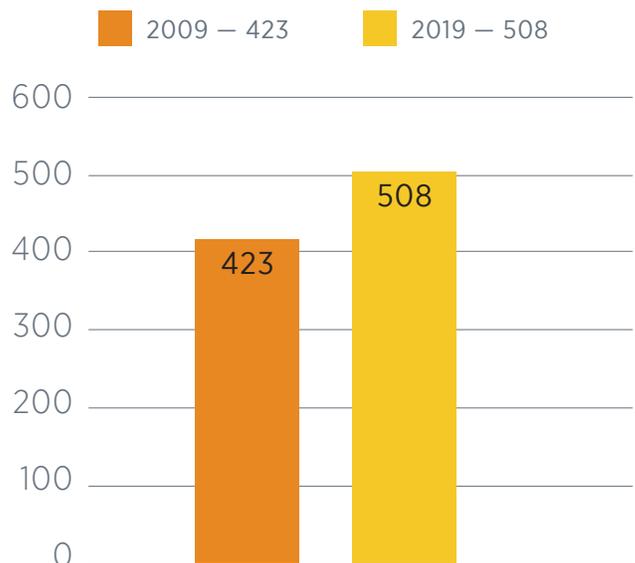
### TOTAL NUMBER OF SHELTERED PERSONS COUNTED



But we’re cautiously optimistic. Of note this year is an **18% increase** in unsheltered over 2018. This year’s PIT Count found 79 more persons sleeping on the streets or other places not meant for human habitation.

The 10-year trend for unsheltered appears stable.

### TOTAL NUMBER OF UNSHELTERED PERSONS COUNTED



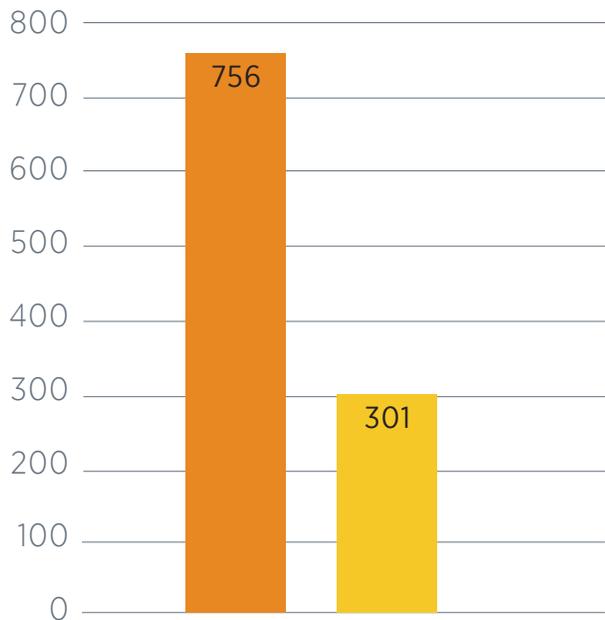
# EXECUTIVE SUMMARY

PIT Count trend shows success in assisting two subpopulations. First, a steady drop in the number of persons experiencing chronic homelessness emerges. This represents a positive trend for individuals who are often difficult to engage with and assist.

Finally, the number of veterans experiencing homelessness has dropped significantly:

**TOTAL NUMBER OF CHRONIC PERSONS**

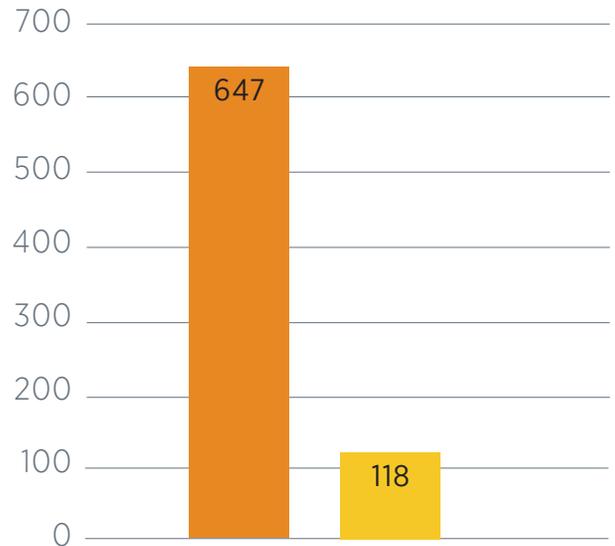
2009 — 756      2019 — 301



**60%**  
DECREASE

**TOTAL NUMBER OF VETERAN PERSONS**

2009 — 647      2019 — 118



**82%**  
DECREASE

**THE BOTTOM LINE:**  
NORTHEAST FLORIDA  
STAKEHOLDERS  
ARE WORKING TOGETHER  
TO REDUCE HOMELESSNESS.



# POINT-IN-TIME COUNT IN NORTHEAST FLORIDA

In 1974, a group of social service agencies and faith leaders formed the Emergency Services and Homeless Coalition to coordinate efforts at ending homelessness. Twenty-seven years later, in 2001, the Emergency Services and Homeless Coalition was designated by U.S. Housing and Urban Development (HUD) as the planner and coordinator of the HUD-funded Continuum of Care projects dedicated to ending homelessness in Duval, Clay, and Nassau counties. At that point, the organization became a nonprofit organization, and fifteen years later, the agency became Changing Homelessness.

Changing Homelessness coordinates data collection and service provision within HUD’s Continuum of Care (CoC)

agreement. CoCs operate throughout the U.S. and since the early 1990s conducted Point-In-Time (PIT) Counts.

This report is based on information pulled from over 40 regional social service agencies offering overnight emergency beds, transitional housing, and supportive services. It also relies on results of a one-day, volunteer-driven survey of people living in woods, streets, and cars—places not fit for human habitation.

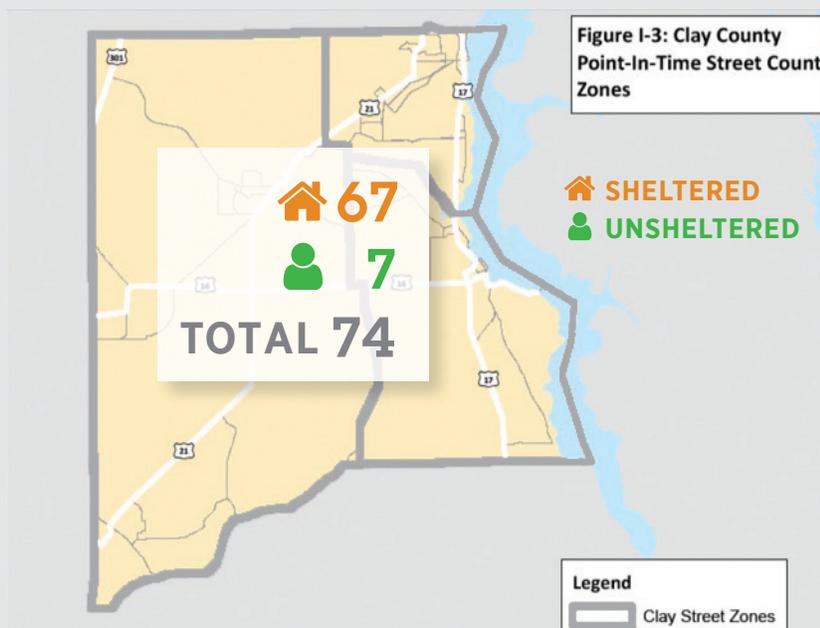
Figure 1 shows that more than twice the number of people experiencing homelessness had some kind of shelter as compared to those who were unsheltered.

FIGURE 1



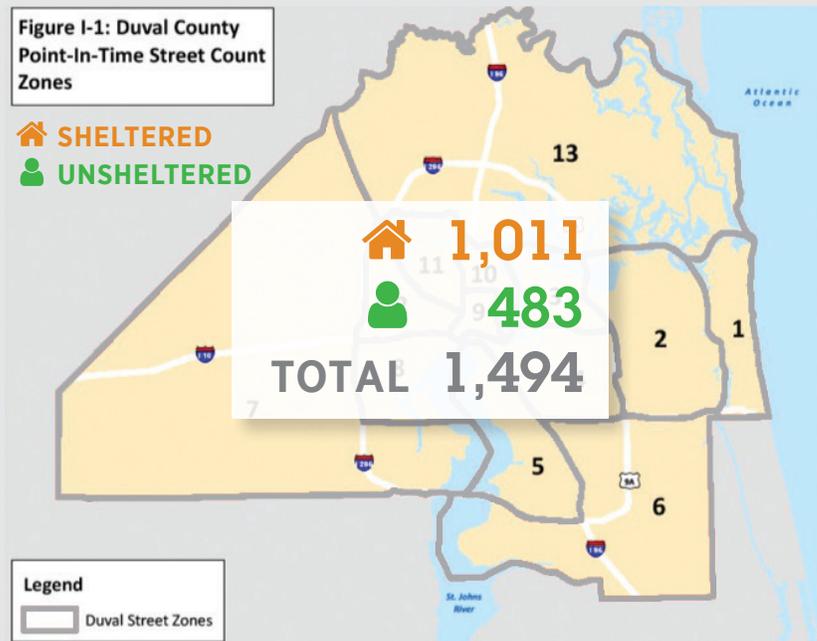
Working in teams, 140 volunteers collected survey data from unsheltered people for the 2019 Point-In-Time Count. Different areas were canvassed at different times, with volunteers asking each respondent whether they had completed a survey already. Every effort was made to ensure individuals were counted once. Areas canvassed were selected based on local knowledge of concentrations of unsheltered people. Figures 2, 3, and 4 show the number of sheltered and unsheltered documented in each county.

FIGURE 2  
Clay County

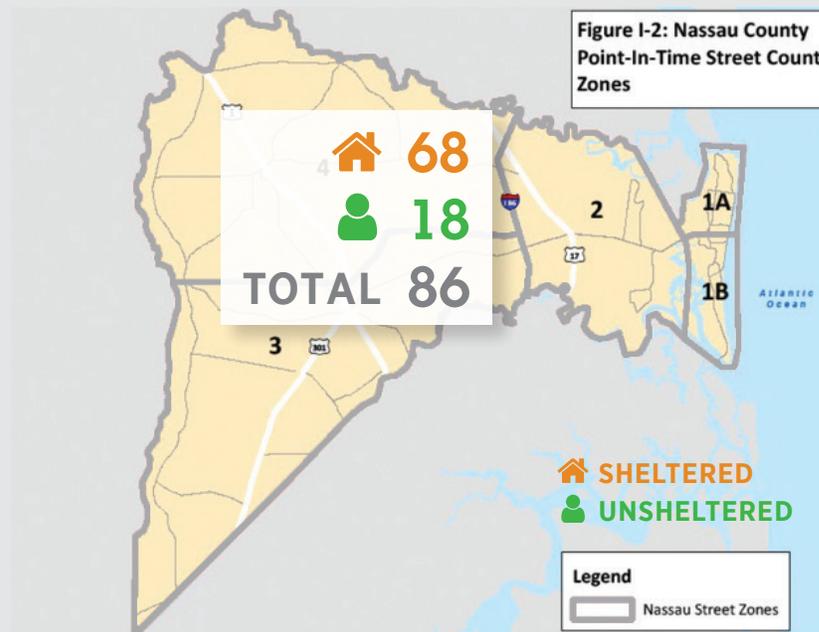


# POINT-IN-TIME COUNT IN NORTHEAST FLORIDA

**FIGURE 3**  
Duval County



**FIGURE 4**  
Nassau County



# SHELTERED AND UNSHELTERED

Homelessness destabilizes the lives of our neighbors. Be it job loss, divorce, death, illness, family rejection, violence, and other crises, there are many ways one could experience homelessness, or be at-risk of it, and some people are simply a paycheck away from it. Consider, for example, a mother escaping domestic violence. When she and her children leave, they also lose privacy and their place to:

- feel safe
- sleep
- cook
- store clothes
- bathe; and
- a place to live - their address

The family might gain some of the above in an emergency shelter or transitional housing, however, more permanent accommodations provide dignity quickly—making it possible for a mom and her children to bounce back.

Northeast Florida’s providers of emergency shelter and transitional beds are improving their services and offering people more dignity and permanency. Examples of these changes include:

- Salvation Army’s renovation of their family rooms; and
- Sulzbacher Village offering private accommodations for women and children.

This shift means fewer beds in emergency shelters (e.g., bunk beds in congregate sleeping areas). Figure 5 shows this shift.

**FIGURE 5**

## EMERGENCY SHELTER AND TRANSITIONAL BEDS, PIT COUNTS 2018-2019

BEDS	2018	2019	DIFFERENCE
Emergency Shelter	1,015	848	-167
Transitional Housing	549	540	-9
<b>TOTALS</b>	<b>1,564</b>	<b>1,388</b>	<b>-176</b>

Because of this shift in services, the number of unsheltered persons also decreased from 2018 to 2019. Figure 6 shows the decrease in the number of sheltered persons.

**FIGURE 6**

## INDIVIDUALS EXPERIENCING HOMELESSNESS, PIT COUNTS 2018-2019

INDIVIDUALS	2018	2019	DIFFERENCE
Emergency Shelter	878	707	-171
Transitional Housing	487	439	-48
<b>TOTALS</b>	<b>1,365</b>	<b>1,146</b>	<b>-219</b>



# SHELTERED AND UNSHELTERED

Figure 7 shows how the total number of persons experiencing homelessness dropped. It dropped because the number of sheltered persons dropped—a consequence of fewer available beds. At the same time, the number of unsheltered persons increased.

**FIGURE 7**

## SHELTERED AND UNSHELTERED, PIT COUNTS 2018-2019

PERSONS	2018	2019	DIFFERENCE
Sheltered	1,365	1,146	-219
Unsheltered	429	508	+79
<b>TOTALS</b>	<b>1,794</b>	<b>1,654</b>	<b>-140</b>

The increase in unsheltered persons could have been higher given the decrease in emergency capacity—167 fewer beds. Northeast Florida service providers are carefully managing a well-defined mix of emergency and permanent accommodations in a coordinated effort to assist people in the most effective ways.

## “If I didn’t get comfortable with what was happening, I’d be okay.”

*Changing Homelessness interviewed people for this report. Their names have been changed.*

Bill was convicted of arson and served 8 years in prison. When he was released, he could not make enough money to rent an apartment, and his criminal record prevented him from entering many housing assistance programs. He is not unlike many of the 650,000 ex-offenders released from U.S. prisons every year. ([https://www.justice.gov/archive/fbci/progmnu\\_reentry.html](https://www.justice.gov/archive/fbci/progmnu_reentry.html))

He did not stay in shelters; he did not want to become comfortable with the experience of being homeless. He felt that if he got comfortable with living on the streets, he wouldn’t ever leave them.

Instead, he slept in Klutho Park, taking sponge baths in the fountain. He rode a bus out to St. Johns Town Center where he worked on a crew building a WaWa convenience store. However, that job ended once the convenience store opened for business. At the end of 2017, two days before Christmas, Bill was beaten up badly when he chose a different place— not Klutho Park—to sleep. His friend, a priest, saw his injuries and asked him if he wanted to work for a day at a church. By this time, Bill had participated in the church for many years. Currently, he maintains the church grounds and buildings, has an income and health benefits.

Reflecting back on the main contributors to his success, he thinks that his support system made the biggest difference. The key to bouncing back was his ability to rely on others. He says, “My best thinking got me in trouble over and over. Seeing others do good at church, feeling them accept me as I am—all of this meant I could do good, too. I wanted to do what they do.”

# SUBPOPULATIONS

Changing Homelessness reports on people who are experiencing homelessness by identifying subpopulations:

- Chronic homelessness: Individuals who have a documented disabling condition and have been continuously homeless for one year or more, or 4+ times within 3 years, totaling 12 months. These are the most vulnerable people experiencing homelessness.
- Veterans: Individuals whose status is verified by the Veterans Administration.
- Families with children: At least one adult with one or more children.
- Young Adults: Unaccompanied individuals 18-24 years old who lack a fixed, regular, nighttime residence or whose primary nighttime residence is a public shelter or temporary shelter.

## EXPERIENCING CHRONIC HOMELESSNESS

The 2018 PIT Count found 327 chronically homeless and in 2019 that number decreased to 301. Figure 8 shows the 10-year decrease in the number of people identified as experiencing chronic homelessness.

**FIGURE 8**

### PERSONS EXPERIENCING CHRONIC HOMELESSNESS, NEFL PIT COUNTS

Chronic Homelessness	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
	756	998	1,104	363	276	399	327	325	319	327	301

Many people who experience chronic homelessness become what are called High-utilizers of emergency services. They land in emergency rooms or are booked into jail when they are picked up by law enforcement or emergency medical services. Ability Housing, a regional provider of permanent supportive housing, recognized this fact and commissioned a study of local High-utilizers.

The study demonstrated the public costs of failing to stabilize lives. *The Solution that Saves* report tracked 68 High-utilizers of public services such as jails and calculated the number of jail bookings incurred by the 68 people during a 2-year period when they experienced housing instability. They experienced 84 arrests. In the two years after they entered a permanent supportive housing program, the same group experienced 29 arrests. This reduction saved approximately \$50,000 in jail services alone ([www.abilityhousing.org](http://www.abilityhousing.org))

Besides jail costs, High-utilizers also frequently live with trauma-related disorders and seek community mental health services. When the U.S. Agency for Healthcare Research and Quality looked at expenditures for mental disorders, they found that treatment of mental disorders is one of the top five most costly conditions among the overall U.S. population. *The Solution that Saves* calculated the total costs of hospital and jail services before and after persons moved into permanent supportive housing. The savings to the Northeast Florida community is estimated to be 30% in tax-dollar funded services. This research, as well as advocacy efforts by Ability Housing and other agencies, establishes the fact that permanent supportive housing benefits everyone in Northeast Florida.



## VETERANS

The 2018 PIT Count found 121 veterans experiencing homelessness and in 2019 that number decreased to 118. Figure 9 shows the 10-year decrease in the number of veterans experiencing homelessness.

FIGURE 9

### VETERANS EXPERIENCING HOMELESSNESS, NEFL PIT COUNTS

Homeless Veterans	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
	647	513	345	292	324	224	184	130	125	121	118

In 2017, HUD looked at CoCs across the nation and found that Clay, Duval, and Nassau counties have the 5th largest number of veterans amongst all other CoCs. Twenty-five percent of the Northeast Florida population is active or veteran military. HUD also reported our region ranked 39th for the number of homeless veterans. (2017 AHAR) In other words, we are home to thousands of veterans and when they struggle, our community takes steps to make sure they stabilize through family, friends and supports. Figure 9 shows the success in reducing veteran homelessness already achieved.

Northeast Florida reduced homelessness amongst veterans because appropriate resources and tools were engaged during the last 10 years. While there is more work to do to assist our veterans, similar resources can be applied to others experiencing homelessness.



## YOUTH/YOUNG ADULTS

The 2018 PIT Count found 132 young adults ages 18-24 experiencing homelessness and in 2019 that number decreased to 109.

Tracking homelessness amongst youth/young adults started in 2013. Figure 10 shows decreases until 2018 when the total number (sheltered and unsheltered) increased 25% from 2017 to then decrease by 21% from 2018 to 2019.

FIGURE 10

### YOUNG ADULTS EXPERIENCING HOMELESSNESS, NEFL PIT COUNTS

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Homeless Youth/Young Adults	NA	NA	NA	NA	153	120	101	109	106	132	109

Many advocates point out that the prevalence of homelessness amongst young adults is higher than Point-In-Time counts suggest as demonstrated in the vacillating numbers. It is not uncommon for youth/young adults to share space with someone – commonly known as couch-surfing. While “Couch-surfing” does not meet HUD definitions of homelessness, a national research initiative conducted a survey that does include this common youth/young adult practice. And that survey found that 1 in 10 young adults’ ages 18-25 years are experiencing “some form” of homelessness in a 12-month period (Voices of Youth Count, National Estimates).

According to the U.S. Census, there is a national demographic change involving young adults putting off marriage and independent living (“Changing Economics” 2017). A larger portion of young adults prefer to live in their parents’ home longer. Against this demographic backdrop, the growth of young adult homelessness is not surprising. For some pregnant young women, lesbian, gay, bisexual and transgender persons, and young adults aging out of foster care, living with parents might not be possible.

## “Drugs Can Take Over Your Life.”

*Changing Homelessness interviewed people for this report. Their names have been changed.*

When John was 17, he started hanging around with people who sold drugs. He and his friends sold drugs in his Dad’s home and then his Mom’s. John’s Dad kicked him out of the house because he was using and selling. The problem didn’t go away, and he and his mother were evicted from where they were staying.

John was never arrested—although he had run-ins with police. After being evicted, he asked to stay with his grandmother, and she refused. From September 2018 to January 2019, he slept at City Rescue Mission. Then he went back to high school.

A social worker at John’s school realized he was homeless. She connected him to Daniel, and now he lives at Youth Crisis Center’s Touchstone Village. He graduates from high school this month and is starting to apply for jobs.

## FAMILIES WITH CHILDREN

The 2018 PIT Count found 384 persons in families with children experiencing homelessness and in 2019 that number decreased to 289.

FIGURE 11

### PERSONS IN FAMILIES WITH CHILDREN EXPERIENCING HOMELESSNESS, NEFL PIT COUNTS

Persons in families w/ children	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
	540	896	648	567	830	674	513	493	425	384	289

Families with children experiencing homelessness are, in some cases, not able to leave homelessness behind; the children experience it again as young adults. National estimates from the Voices of Youth Count found that “the majority of young adults...interviewed had experiences of homelessness or housing instability that started in childhood or adolescence” ([www.voicesofyouthcount.org](http://www.voicesofyouthcount.org)). Prevention of homelessness amongst families can prevent homelessness amongst youth later in life.

## ALL OTHER PERSONS EXPERIENCING HOMELESSNESS

Figures 12 and 13 show the percentages of the four subpopulations in comparison to all others experiencing homelessness. The pie charts compare PIT counts in 2009 against 2019, 10 years later.

FIGURE 12

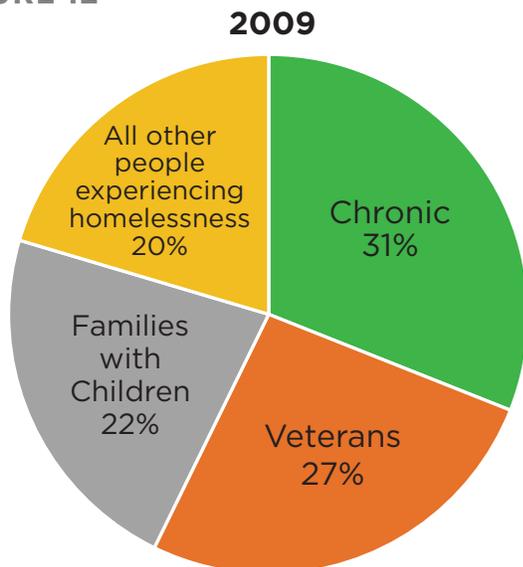
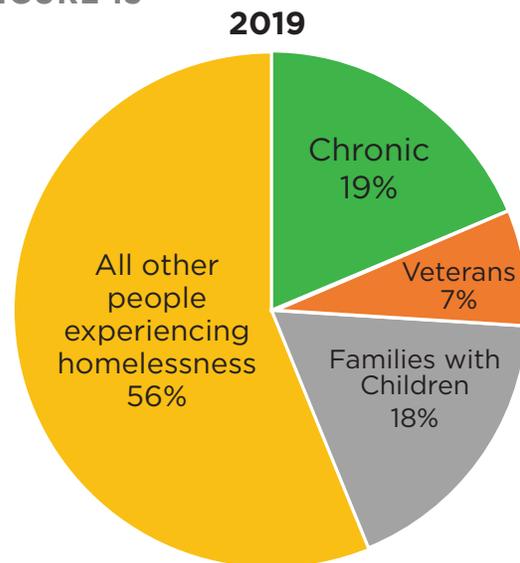


FIGURE 13



Figures 12 and 13 suggest that compared to 10 years ago:

- The most vulnerable persons, our chronically homeless, are a smaller portion of the total population of people experiencing homelessness.
- Families with children make up a smaller portion of the total population.
- The all other people, which represents individuals, accounts for more than ½ the total population.
- The percent who are veterans has decreased.



## CONCLUSION

Northeast Florida's coordinated efforts to reduce homelessness are working. This year's PIT Count, when placed within a 10-year trend, shows that most measures of homelessness are improving, and that some measures are improving significantly. These data demonstrate Northeast Florida's commitment to reducing homelessness. Investments in reducing homelessness result in quantifiable improvements—for individuals, families, and neighborhoods throughout the region.



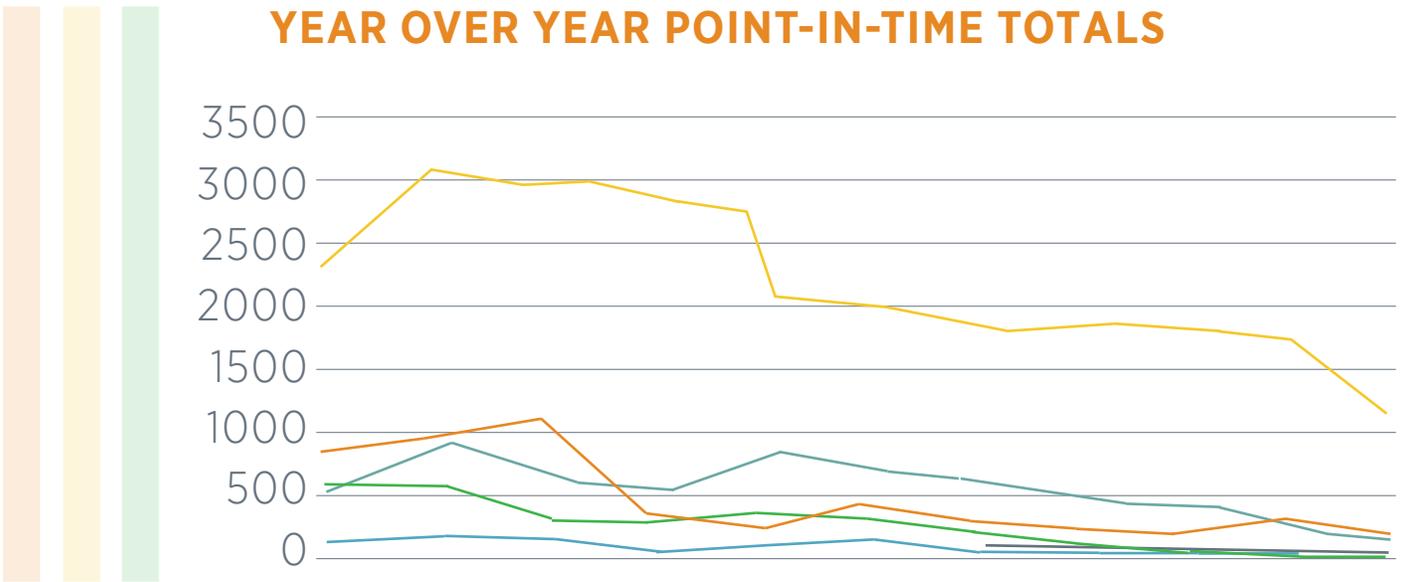
**“It dawned on me she might not have been willing to admit to herself she was homeless.”**

The PIT Count is an extraordinary volunteer opportunity. For many who have not experienced homelessness, stereotypes and myths about it are reinforced by the fact that we rarely meet a person experiencing homelessness. A volunteer for the 2019 PIT Count observed that even people sleeping on the street struggle against the stigma of homelessness. The volunteer describes an encounter below:

The next member of this group was a well-dressed lady in a leather jacket with a nice-looking leather purse. As I crouched down to talk to the well-dressed lady, her neighbor on the sidewalk interjected that the well-dressed lady was not really homeless. The well-dressed lady affirmed this and said she was just out there to get the experience so she could design programs to help the homeless. I mostly believed this in light of her clothes and purse, but I thought I would go through the questionnaire anyway. It turns out she had been on the street for months, and this was not her first time. It dawned on me she might not have been willing to admit to herself she was homeless.

# APPENDIX A: TEN YEAR TRENDS

## YEAR OVER YEAR POINT-IN-TIME TOTALS



	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	2442	3241	3025	2861	2768	2049	1853	1959	1869	1794	1654
Chronic	756	998	1104	363	276	399	327	325	319	327	301
Veterans	647	513	345	292	324	224	184	130	125	121	118
Families (with child) Households	150	237	220	202	232	242	170	164	135	126	90
Families (with child) # of people	540	896	648	567	830	674	513	493	425	384	289
Youth					153	120	101	109	106	132	109

# APPENDIX A: TEN YEAR TRENDS

## YEAR OVER YEAR SHELTERED AND UNSHELTERED TOTALS



	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
SHELTERED	2019	2069	1593	1542	1671	1756	1427	1518	1437	1365	1146
UNSHELTERED	423	1172	1432	1319	1097	293	426	441	432	429	508

# APPENDIX B: GOVERNANCE AND MEMBERSHIP

## Northeast Florida Continuum of Care Governance Board Changing Homelessness appreciates the guidance of the Northeast Florida

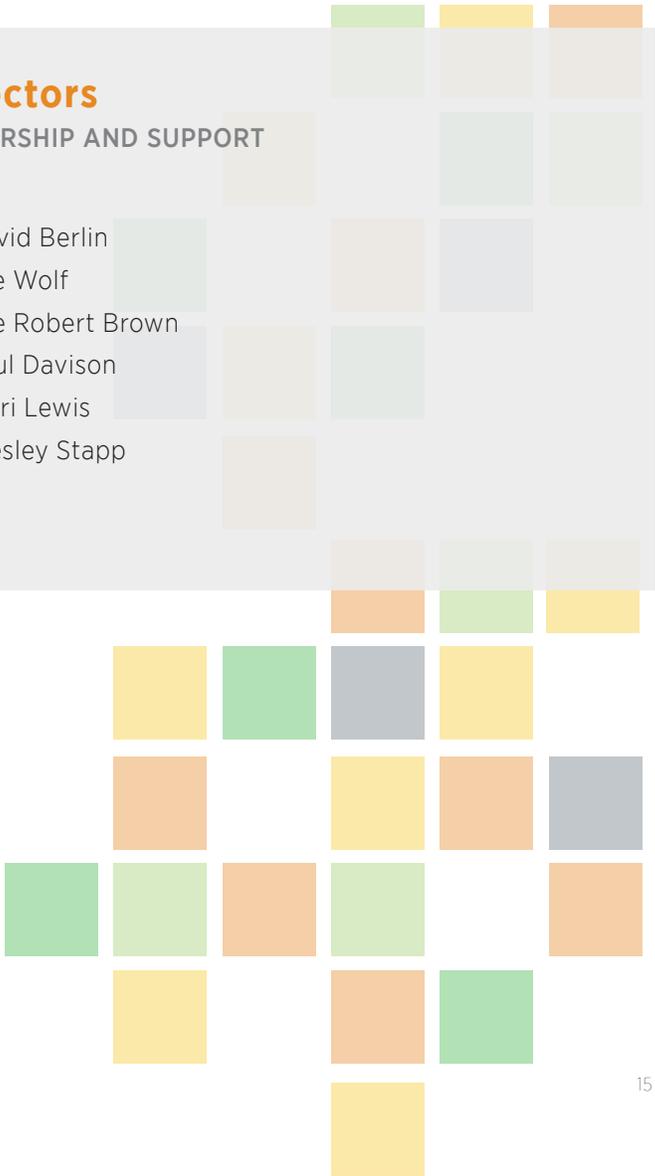
### CONTINUUM OF CARE GOVERNANCE BOARD:

- Stephanie Burch, City of Jacksonville
- Micheal Cochran, Community Member
- Michelle Cook, Atlantic Beach Police
- Katie Ensign, Jessie Ball duPont Fund
- Will Evans, City of Jacksonville
- Cindy Funkhouser, Sulzbacher Center
- Matt Galnor, JAX Chamber
- Patrick Hayle, Mercy Support Services
- Lili High, Catholic Charities
- Ross Jones, UF Health
- Teri Ketchum, Presbyterian Social Ministries
- Phyllis Martin, United Way of Northeast Florida
- Shannon Nazworth, Ability Housing
- Doug Orange, Sulzbacher Center
- John Wright, Nassau County

## Changing Homelessness Board of Directors

### CHANGING HOMELESSNESS ACKNOWLEDGES THE LEADERSHIP AND SUPPORT OF OUR BOARD OF DIRECTORS:

- Sean Hall, Chair
- M. Kevin Woodall, Vice Chair
- Derek Brown, Treasurer
- Ellen Schmitt, Secretary
- Barney Smith
- Brad Russell
- Coretta Hill
- David Berlin
- Joe Wolf
- Lee Robert Brown
- Paul Davison
- Terri Lewis
- Wesley Stapp



## Northeast Florida Continuum of Care Member Agencies

CHANGING HOMELESSNESS IS GRATEFUL FOR THE HOPE AND COURAGE OF ALL THE ORGANIZATIONS DEDICATED TO REDUCING AND ENDING HOMELESSNESS:

- Ability Housing
- Barnabas House
- BEAM
- Catholic Charities
- City of Jacksonville, Veterans Services
- City Rescue Mission
- Clara White Mission
- Coalition for the Homeless of Nassau
- Downtown Vision
- Duval County Public Schools
- Family Promise of Jacksonville
- Family Support Services
- Five S.T.A.R. Veterans Center Inc.
- Gateway Community Services
- Her Song
- Hubbard House
- Jacksonville Housing Authority
- JASMYN, Inc.
- Jewish Family and Community Services
- Liberty Center
- LISC
- LSF Health Systems
- Lutheran Social Services
- Mental Health Resource Center
- Mercy Network
- Micah's Place
- Mission House
- Operation New Hope
- Presbyterian Social Ministries
- Quality Life Center of Jacksonville
- Quigley House
- Salvation Army
- Starting Point Behavioral Health
- Sulzbacher Center
- Trinity Rescue Mission
- United Way of NEFL
- Volunteers of America
- Youth Crisis Center





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